

Services you may be eligible for:

- *Prescription Drugs at Participating Pharmacies*
- *Health Insurance Continuation*
- *Primary Care Visits*
- *Lab and Diagnostic tests*
- *Home Health Care*
- *Case Management*
- *Mental Health Counseling*
- *Substance Abuse Treatment*
- *Limited Dental Care*
- *Other medical services*

If you have any questions about the program or if you have any unmet medical needs, please call (800) 852-3345 x4480 or 0850.

Do I need to reapply for the program? Yes.

- You must complete a new application every year to continue to receive services through the program.
- The NH CARE Program or your case manager will contact you to complete a renewal application.
- Please complete the application and return it to us in a timely manner in order to prevent cancellation of your enrollment.
- It is your responsibility to notify the NH CARE Program if you move, change your phone number, or if there is a change in your income or insurance status.

New Hampshire Department of Health and Human Services NH CARE PROGRAM



What is the NH CARE Program?

The New Hampshire Department of Health and Human Services receives a limited amount of funds to pay for essential medical and supportive services for eligible New Hampshire residents who are infected with HIV or have AIDS. These include certain medications, health insurance premiums, medication deductibles and co-pays plus case management, doctor visits, diagnostic tests, and some home-based services. Please remember that the NH CARE Program is the payer of last resort. This means that if you are eligible for insurance or Medicaid, they must pay first.

Am I eligible?

To be eligible, you must be a person living with HIV and residing in New Hampshire. You must also meet several financial and medical requirements. To find out if you meet these criteria, please call the NH CARE Program Manager. Contact information is below.

How do I apply?

- If you are receiving services from an AIDS Service Organization (for example, Greater Manchester AIDS Project or GMAP), your case manager can give you an application packet and assist you in completing it.

- Call for an application:

New Hampshire CARE Program
(800) 852-3345 x4480 or 0850
TDD RELAY Access: (800)735-2964

- Write for an application:

NH CARE PROGRAM
29 Hazen Drive
Concord, NH 03301

- Email for an application to:

pnewton@dhhs.state.nh.us
or
ccullinan@dhhs.state.nh.us

All information is strictly CONFIDENTIAL!

- If you do not have a case manager and need assistance in completing the application forms, please call a NH CARE Program representative at (800) 852-3345 x0850 or x4480.
- To complete the application you will need proof that you live in NH and some proof of income, such as your most recent pay stub, tax return, or SSI payment notification. Your doctor will need to fill out a medical form.
- You will be notified within 10 days of our receipt of a completed application about your eligibility for the NH CARE Program.

How do I appeal a decision?

- The first person to contact if you have questions about your eligibility is the NH CARE Program Manager at (800) 852-3345 x4480. If you are dissatisfied with the response you receive from the NH CARE Program Manager, you can contact the HIV/STD Section Director at (800) 852-3345 x0290.

- If you are denied enrollment, the appeal process is as follows:
 1. You may request, within 30 days of the date of the Program's notification letter, an informal case review conference.
 2. You will be notified within 14 days after the case review conference whether the Program concurs, modifies, or revokes the determination.
 3. If you or your guardian is dissatisfied with the result of the case review conference, you may request, within 30 days of notification of the results of the case review conference, an adjudicative proceeding that shall be held in accordance with NH State law.
 4. You may contact the Office of Ombudsman at any point in the process for neutral resolution of your complaint at (800) 852-3345 x6941.